

Tools for Engaging Patients in Quality Improvement

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**Aligning Forces
for Quality** | Improving Health & Health Care
in Communities Across America

Aligning Forces for Quality



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#AF4Q

Agenda

- **Introduction:** Aligning Forces for Quality, and Patient Engagement Toolkit
- **Insights from Humboldt County, CA:** key elements, benefits and advice
- **Insights from Maine:** example of patient-provider partnership
- **Toolkit tour**
- **Q & A**
- **Other resources**

Aligning Forces for Quality



16 Communities. 37 million people. One goal.

Aligning Forces for Quality

Multi-stakeholder:

- Provide care, pay for care, receive care

Improve quality, reduce cost:

- Transparency
- Quality Improvement
- Equity
- Payment Reform
- Consumer Engagement

Patient Engagement

- **Patient advisors**

- Advisors or council at practice/group or other health care organization

- **Patient partners**

- Quality improvement team at practice

Across a Community

- **Patient advisors**

- Maine: began in 26 practices, now in 118
- Oregon: 5 medical groups, 1 health plan

- **Patient Partners**

- South Central PA: began in 6 practices with 13 PPs in two counties. Current phase: 53 practices and 72 PPs across three counties.
- Humboldt County, CA: began in 10 practices with 21 PPs. Current phase: 5 practices and 10 PPs.

Humboldt County, CA: Patient Partner Program



**Jessica Osborne-Stafsnes,
MSHS, CPHQ**

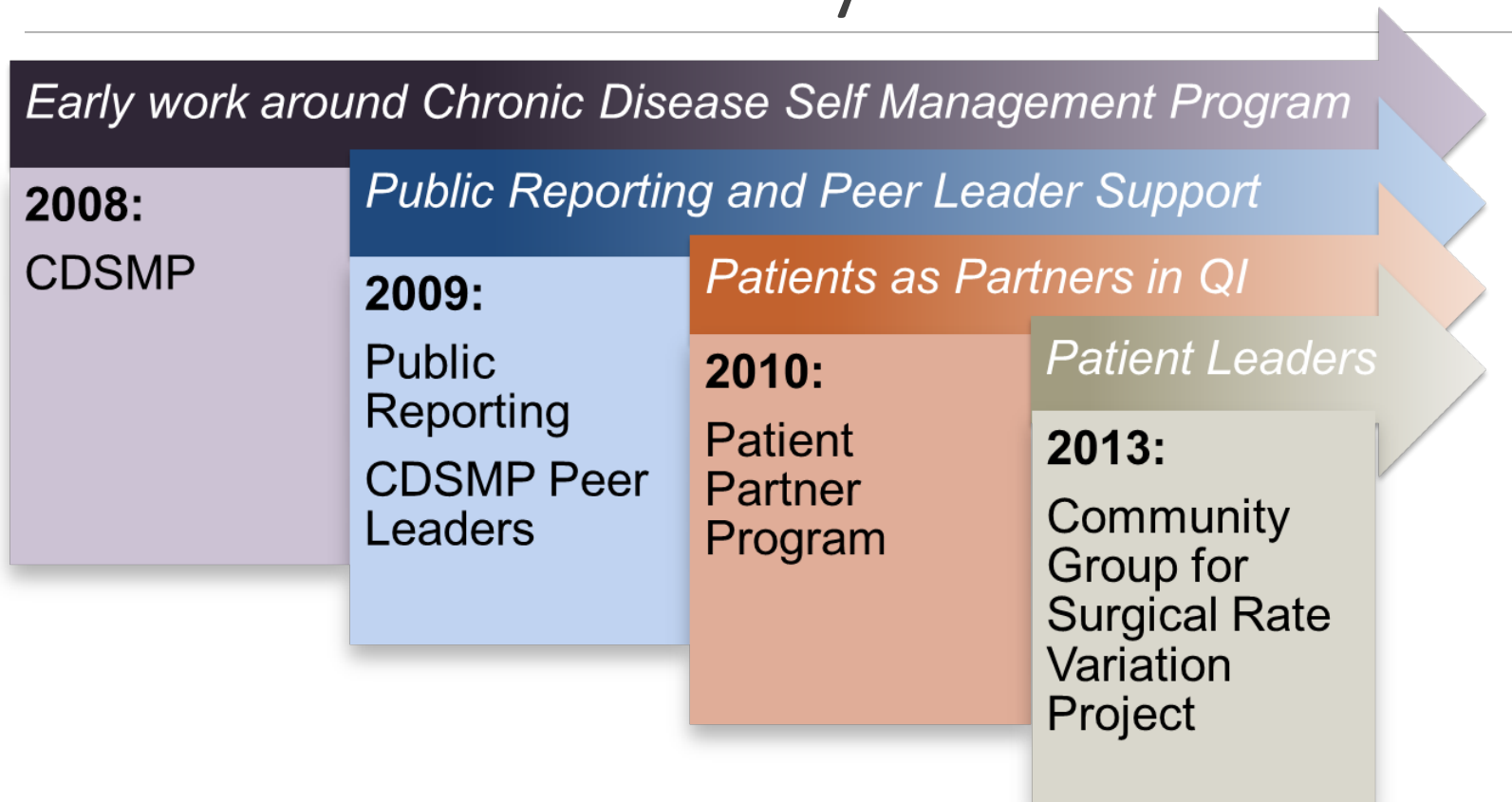
**Project Director,
Aligning Forces Humboldt**

Humboldt County Patient Partner Program

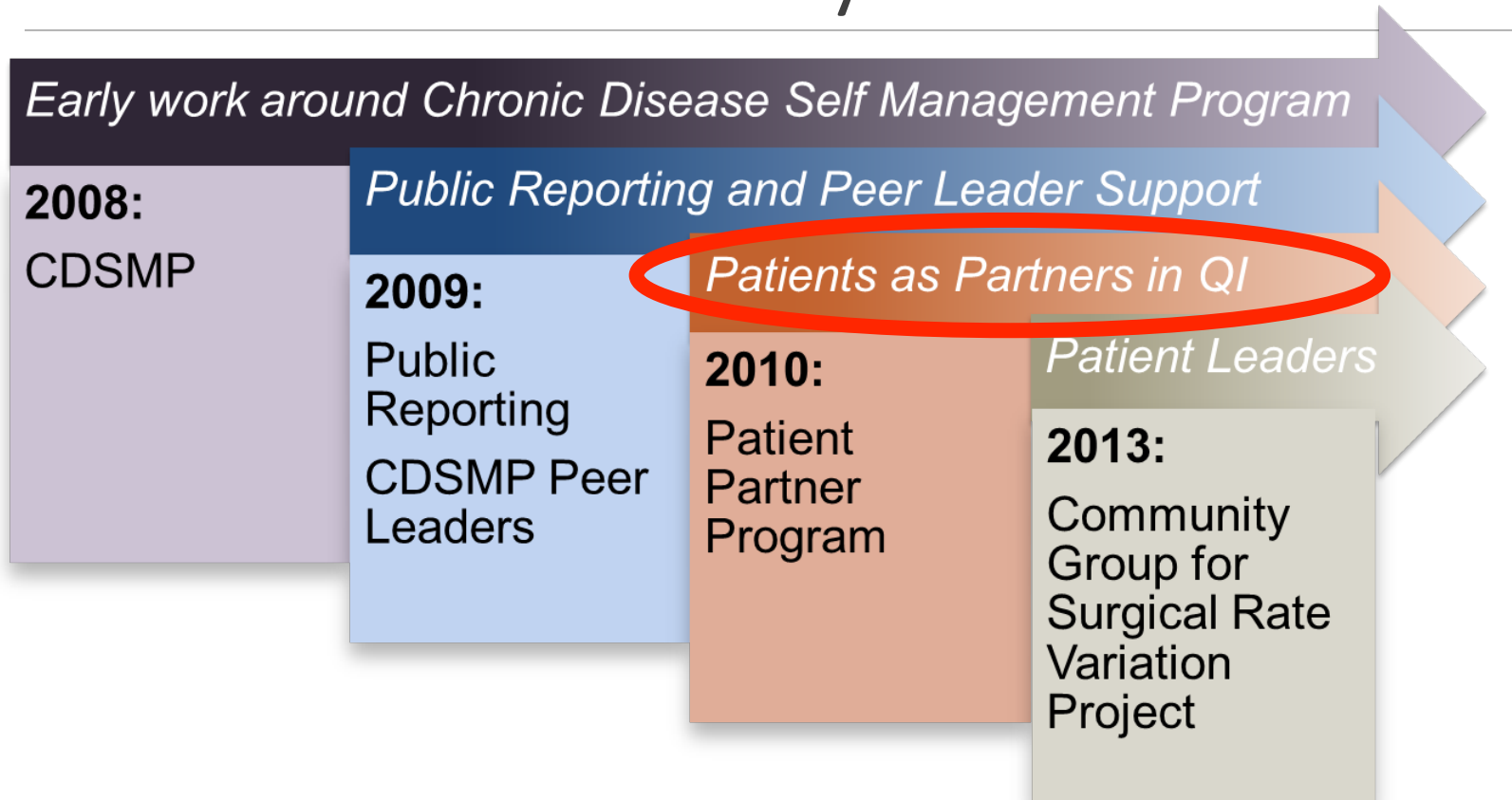


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Patient Engagement in Humboldt County



Patient Engagement in Humboldt County

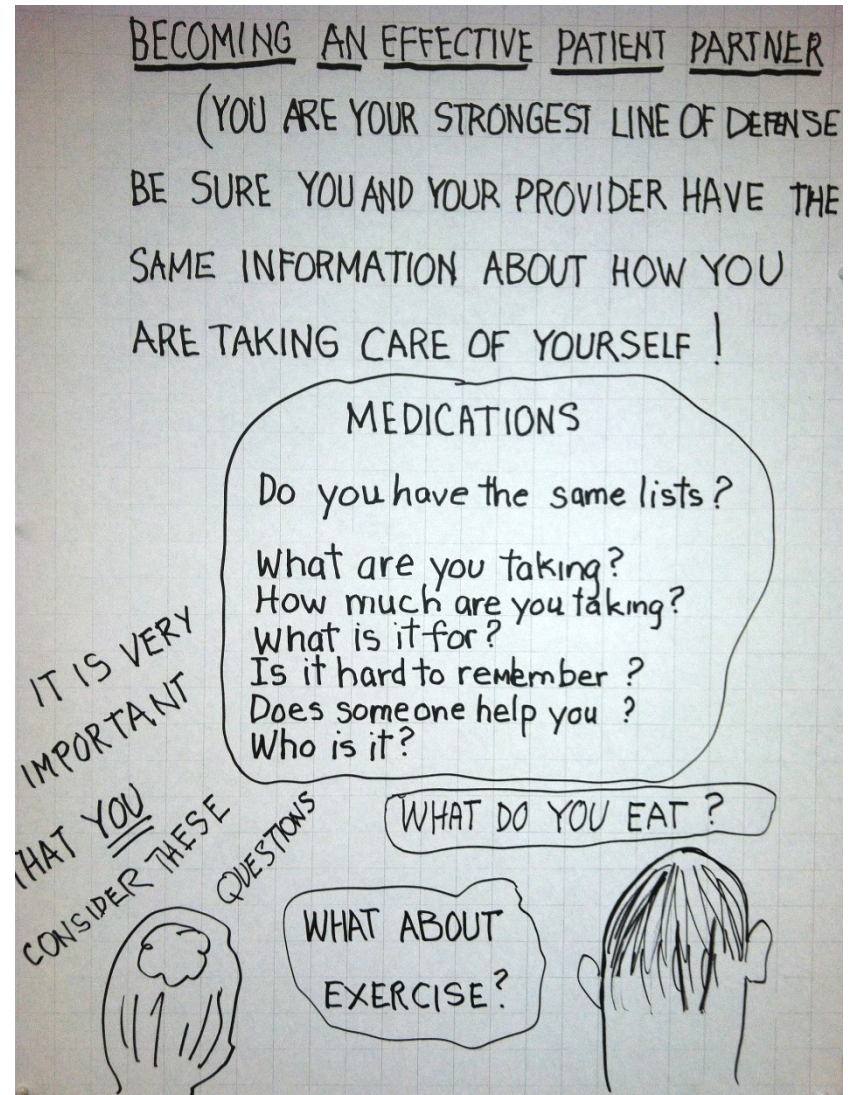


Patient Partner Model



Process for integrating patients into quality improvement and practice redesign

- “In 60 years, this is the first time that someone has asked me my opinion as a patient.”
-Humboldt Patient Partner
- “The participation of Patient Partners on practice improvement teams keeps the importance of improving patient care at the forefront of the discussion.”
- Rosemary DenOuden,
Chief Operating Officer,
Humboldt IPA



Parting Advice

Pre-Work is Critically Important!



Secure Leadership Support

- Clinical and Administrative Leadership Support
- See AF4Q Compendium Chapter One



Determine Team Needs

- Define what role the patient will play, decision structure, etc.
- See AF4Q Compendium Chapter Two



Provide Solid Orientation

- Prepare to orient Patient Partners and Staff
- See AF4Q Compendium Chapter Four

Questions?



**Jessica Osborne-Stafsnes,
MSHS, CPHQ**

**Project Director,
Aligning Forces Humboldt**

Patient-Provider Partnership in Maine



Dr. Challa Reddy,
MD, FRCS,
MRCGP, DAAPM



Tori Glenar,
Patient Advisor



Karen Buzzell,
Advisory Board
Liaison



Margaret Towle,
Administrator



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Reddy Health Center



Reddy Health Center

The Reddy Health Center is located in Dexter, a town of about 4,000 in central Maine. Dexter is nestled between 3 of the poorest counties east of the Mississippi. There is little industry and a low level of education. Reddy Health Center's patient panel consists of 70% Medicare and Medicaid covered patients. It offers the following services:

- Family Practice and Urgent Care,
- Obstetrics,
- Addiction Medicine,
- Chronic Pain Management,
- Mental Health Counseling,
- On-site Laboratory Services,
- Health Education,
- Chronic Disease Management,
- Procedure Clinic, and
- Wellness Classes.

Advisory Board



Patient Appreciation Day



Partnership



Insights from Maine

- **Getting started**
- **Ways to involve patients**
- **Recruiting patients**
- **Orientation and training**
- **Fostering partnership**
- **Infrastructure & support**
- **Engage patients**
- **Act on recommendations and track results**
- **Improve the experience**

Questions?



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Themes

- **Leadership, openness**
- **Infrastructure & support**
- **Use and adapt existing tools**
- **Partnership, culture change**

Online Toolkit

Lessons, Tips, Tools



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Patient Engagement Toolkit

- **19 minute video**
 - Introduction and 10 short chapters
- **Compendium of resources**
 - Chapters correspond to the video segments

Toolkit Chapters

- **Getting started**
- **Ways to involve patients**
- **Recruiting patients**
- **Orientation and training**
- **Fostering partnership**
- **Infrastructure & support**
- **Engage patients**
- **Act and track**
- **Improve the experience**
- **Movement to change**

Toolkit

Compendium: Tools for En... x +

forces4quality.org/compendium-tools-engaging-patients-your-practice-2

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Friends' Activity

Compendium: Tools for Engaging Patients in Your Practice

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SHARE

Chapter 2: Involving Patients and Families In Practice Improvement

In this video, Aligning Forces for Quality communities share tips for involving patients:

- Decide how you want to structure patient involvement. For example, through an advisory board or practice-wide

Patient Engagement Toolkit: Chapter 2-Involving...

Subscribe Spotlight

Inbox (916) - dros... Compendium: T... 2 questions - dro... Microsoft PowerP... IPFCC presentation bullet points - Mi... 12:45 AM

What Now?

Concrete next steps to developing your own Patient-Provider partnership



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Next Steps

- **Get acquainted with the toolkit**
- **Discuss what kind of patient partnership model to try**
- **Identify how the toolkit could help: who should see it, and which part(s)**
- **Build specifics and support for your plan**

Questions? Insights? Ideas for Using the Toolkit?



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Other Resources

- **www.forces4quality.org**
 - Best practices: engaging consumers in organizational leadership
 - Presenting cost and quality information in consumer-friendly ways
 - & many more
- **Choosing Wisely**
- **Institute for Patient- and Family-Centered Care**

Are you involved in a group project with 8-12 other people and are you interested in trying out our collaboration platform?

Do you have resources to share?



COLLABORATIVE **HEALTH NETWORK**

A new platform that connects HealthDoers and trusted groups to accelerate health improvement.

Email HealthDoers@nrhi.org to request an invitation to the Collaborative Health Network.

“He who studies medicine without books sails an uncharted sea, but he who studies medicine without patients does not go to sea at all.

Dr. William Osler



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Thank You

Learn more at www.forces4quality.org



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